

# Detroit Department of Transportation Advisory Commission Meeting

Monday, June 15, 2020

10:30 a.m.

Virtual Zoom Meeting Link:

<https://cityofdetroit.zoom.us/j/98869717929>



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## MINUTES

### 1. CALL TO MEETING

Mikki Taylor-Hendrix, Transit Ambassador Manager, called the meeting to order at 10:30 a.m.

### 2. ROLL CALL

#### BOARD MEMBERS PRESENT

- District 1: Edna Reaves
- District 2: Bryant Harris
- District 3: Duane Hines
- District 4: Jay Henderson
- District 5: Patty Fedewa
- District 6: Consuela Lopez
- District 7: Vacant

#### DDOT STAFF PRESENT:

- C. Mikel Oglesby, Executive Director of Transit
- Shrone Perry, Executive Administrative Assistant
- Larry Smith, Assistant Director of Operations
- Larry Luckett, Assistant Director of Maintenance
- Zaundra Wimberley, Assistant Director of Workforce Planning
- Josh Reid, Administration Manager
- Jennifer Frye, Marketing Manager
- Ayobami Torrence, Marketing & Outreach Coordinator
- Elias Fischer, Grants Administrator
- Deanna Donahoo, Grants & Planning Coordinator
- Mikki Taylor-Hendrix, Transit Ambassador Manager
- Alicia Miller, Compliance Manager
- Riki Yamakura, Data & Reporting Manager
- Chief Ricky Brown, Transit Police

APPROVAL OF AGENDA

No motion to approve the agenda.

PUBLIC COMMENTS OR STATEMENTS

There were no comments or statements from the public.

**3. DDOT STAFF REPORTS:****A. OPERATIONS – LARRY SMITH, ASSISTANT DIRECTOR OF OPERATIONS**

1. The department is currently launching a pilot program geared at increasing service on our routes that have shown to have a higher ridership.
2. Currently we have identified eight (8) routes that are among the highest, of which we are increasing service during our peak hours of 6-9 a.m. and 3-6 p.m.
3. Additionally, we are utilizing real-time monitoring with the use of our Road Supervisors so that we are able to make adjustments to the routes that are overcrowded or having longer wait times at the stops.
4. We also have a \$1.4 million simulator that has been installed and drivers that require re-train or training have the ability to utilize the simulator.

**B. MAINTENANCE – LARRY LUCKETT, ASSISTANT DIRECTOR OF MAINTENANCE**

1. Maintenance currently has a number of personnel out due to COVID-19.
2. The Maintenance department has implemented the use of a new cleaning product named Aegis that is used to disinfect the coaches regularly.
3. Maintenance has hired additional cleaning crew stationed at both garages for cleaning to be completed mid-day and night.
4. Coaches are cleaned 3-to-4 times a day at multiple locations throughout the city. Also, there is cleaning completed at the end of the line 24-hours, 7-days a week.

**C. TRANIST POLICE – CHIEF RICKY BROWN, TRANSIT POLICE**

1. Explained the importance of customers utilizing the Transit Police phone number for emergencies and misconduct at (313) 833-9836 during normal business hours; administration will answer and respond to the calls. After hours the calls are sent to voicemail and responded upon staff returning to work.

D. ADMINISTRATION – JOSH REID, ADMINISTRATION MANAGER

1. The Administration department is currently working on a review of the paratransit RFP as it pertains to the language in the paratransit contract. Administration is utilizing previous paratransit agency contracts for review.

E. COMPLIANCE – ALICIA MILLER, COMPLIANCE MANAGER

1. Provided an overview of the compliance team and responsibilities.

F. GRANTS – DEANNA DONAHOO, GRANTS & PLANNING COORDINATOR

1. Grants has executed the CARES Act Funding to:
  - Clean the buses
  - Maintain PPE at the terminals and for the bus
2. Grants in the early stages (design phase) of the Coolidge rebuild.
  - Coolidge will be utilized as an additional storage facility the will have bus storage, operations, and maintenance as well as support functions (bus fueling, washing).

G. DATA & REPORTING – RIKI YAMAKURA, DATA & REPORTING MANAGER

1. The Transit App is available and connected to bus information.
2. The tech upgrade project is moving along swiftly, we are continually moving forward in the mist of COVID-19 with the utilization of some behind-the-scenes operations.

H. MARKETING – JENNIFER FRYE, MARKETING MANAGER

1. The website refresh is on-going; please visit DDOT's 'Responding to COVID-19' page for COVID-related transit updates and information.
2. A ridership survey will be released later this week to engage rider feedback during the COVID-19 pandemic thus far.
3. Utilize the Transit App for trip planning and updates.
4. The Community Input Meeting is Thursday, June 18, 2020, at 5 p.m.

**4. BOARD MEMBER REPORTS:**

A. DISTRICT 1 – EDNA REAVES

1. After COVID-19 has subsided, I want to schedule time to have a showing of the simulator.
2. As it relates to retention of newly hired drivers, can we reach out to the Detroit Police Department, as they have a program that helps young men get their driver's license? It will be a great way to solicit new drivers as well as help the young men in the community out of high school.

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B. DISTRICT 2 – BRYANT HARRIS

1. Suggest the department look in to the success of the Detroit Police Department retention program.

C. DISTRICT 3 – DUANE HINES

1. No report.

D. DISTRICT 4 – JAY HENDERSON

1. Had a few questions as it relates to the current ridership:
  - Are fares still free?
    - Answer: Larry Smith, Assistant Director of Operations states fares are still free and not slated to change at this moment.
  - What is the current bus schedule?
    - Answer: Larry Smith, Assistant Director of Operations states we are still utilizing the Saturday schedule with modifications to certain routes. We are also utilizing the Road Supervisors to ensure that we are addressing the overcrowding on the coaches.
  - Is there someone within the department currently working with the school system to ensure that once school returns to normalcy we will be able to address the kids riding the bus safely?
    - Answer: Larry Smith, Assistant Director of Operations states there are ongoing conversations with the school to ensure that we are provided the bell times of the schools.
  - Regarding the cleaning of the coaches, how often is that being completed and specifically are there a number of locations on the east side that cater to the cleaning schedule?
    - Answer: Larry Luckett, Assistant Director of Maintenance states there are a total of eight (8) different cleaning locations, which provide cleaning 24-hours a day, 7-days a week.
  - Does the department currently have a plan for hiring more drivers and increasing service?
    - Answer: C. Mikel Oglesby, Executive Director of Transit states that DDOT is working diligently to hire many drivers to ensure that we are addressing the service demands. We are seeking options for a retention program tailored towards ensuring the drivers stay with the department.
2. Currently working with a program titled “Boys 2 Men.”

#### E. DISTRICT 5 – PATTY FEDEWA

1. Had a few questions as it relates to the current ridership:
  - Can the new executive director provide a timeline of recently discussed projects and improvements?
  - Answer: DDOT staff will discuss with the executive director. However, please provide specific projects or improvements to detail.
  - Is the Transit App real-time information accurate?
    - Answer: Josh Reid, Administration Manager, said the Transit App is connected to our coaches and is up-to-date and accurate. Customer Service is utilizing the bus time software to assist riders that call in with questions or concerns.
  - Utilizing the current Saturday schedule, does the current schedule reflect any uptick in service on the website? Also, what are the next steps as it relates to service?
    - Answer: Larry Smith, Assistant Director of Operations states we are currently using a three (3) step process:
      - Managing any COVID-related issues; returning as many drivers back to work as possible so that we are able to run a full and safe service; and preparing for the next scheduled change slated for the Fall.
      - We will continue to run a modified Saturday schedule.

#### F. DISTRICT 6 – CONSUELA LOPEZ

1. Working with young men and women participating in the protest. There are concerns about walking to and from the bus stops. There is little to no police presence which can pose an issue for the young people in the community. Are there any resolutions that DDOT can provide to increase the safety?
2. What are the collective goals of the commissioners and DDOT considering the recent changes that have taken place during COVID?
3. Does transportation mean the same to all parties involved? Mayor's Office, DDOT leadership, etc.?

### **5. OTHER BUSINESS**

- A. Mikel Oglesby, Executive Director of Transit, was formally introduced to the advisory commission board members. DDOT will follow up with the board to confirm board member contact information is accurate, and to review and discuss bylaws, meeting procedures and protocols. DDOT will share with board members a vision framework before the next advisory commission meeting.

## **6. NEXT ADVISORY COMMISSION MEETING**

Mikki Taylor-Hendrix, Transit Ambassador Manager announced the next meeting will be held on Monday, September 21, 2020 at 10:30 a.m. via Zoom.

## **7. ADJOURNMENT**

The meeting adjourned at 12:11 p.m.